

### **2020 QHP Enrollee Survey Expression of Interest Notice**

CMS is pleased to announce that the vendor solicitation period for the Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur from **July 15, 2019 to July 29, 2019**. Exchanges are required to publicly report information on costs, coverage, quality ratings, and enrollee experience for each Qualified Health Plan (QHP) offered. Enrollee experience data will be collected through the QHP Enrollee Survey.

### **QHP Enrollee Survey Vendor Participation**

The QHP Enrollee Survey will be administered by HHS-approved vendors using a standardized mixed-mode survey with mail, telephone, and internet survey protocols to facilitate comparison of QHPs both within and across Exchanges. The survey will be conducted in three languages: English, Spanish, and optionally in Chinese. It is estimated that the survey will include approximately 250 QHP reporting units. HHS-approved vendors will draw a random sample based on a sample frame provided by each QHP issuer and validated by an independent third party. The 2020 survey will contain approximately 68 items.

### **Instructions**

To administer the 2020 QHP Enrollee Survey, prospective vendors must submit a Vendor Participation Form for approval consideration by CMS. Vendors must fulfill all of the following criteria to be considered an HHS-approved QHP Enrollee Survey vendor:

- Meet the 2020 QHP Enrollee Survey Minimum Business Requirements (MBR).
- Comply with the protocols and requirements in the *2020 Qualified Health Plan Enrollee Experience Survey Technical Specifications*.
- Submit a curriculum vitae (CV) for all identified key project staff, for both vendor and subcontractor(s), to the Project Team at [QHPSurveyVendor@bah.com](mailto:QHPSurveyVendor@bah.com). Include the following in the subject line: "[Vendor Name] Key Staff CV Submission".
- Submit the Vendor Participation Form to the Project Team at [QHPSurveyVendor@bah.com](mailto:QHPSurveyVendor@bah.com) no later than 11:59 p.m. (ET) on July 29, 2019. Include the following in the subject line: "[Vendor Name] 2020 Vendor Participation Form".
- Successfully complete 2020 QHP Enrollee Survey Vendor Training (tentatively scheduled for **October 25, 2019**).

The 2020 MBR and the Vendor Participation Form are attached to this email. Prospective vendors must submit a Vendor Participation Form and all related participation materials on behalf of their organizations for consideration of conditional HHS-approval by **July 29, 2019**. Submit all materials to: [QHPSurveyVendor@bah.com](mailto:QHPSurveyVendor@bah.com). Final HHS-approval is contingent on the successful completion of 2020 QHP Enrollee Survey Vendor Training.

For more information, please contact the QHP Enrollee Survey Project Team. Questions regarding applications should be directed to [QHPSurveyVendor@bah.com](mailto:QHPSurveyVendor@bah.com).